



SUPERVISING REAL ESTATE OFFICER

Examination Code: 0GS20

Examination Type: Departmental Open - Statewide

Final Filing Date: Continuous

CLASSIFICATION DETAILS

Salary Range: \$8,545.00 – \$9,702.00

View the Supervising Real Estate Officer [classification specification](#).

CUT-OFF DATES

Continuous Testing: This examination will be administered quarterly. All completed applications and Qualification Assessments submitted by the cut-off-date will be processed for that month's administration.

The cut-off date is as follows:

March 15, 2022

June 15, 2022

September 15, 2022

December 15, 2022

Note: Applications and Qualification Assessments may be processed on a flow basis prior to the cut-off-date to meet the hiring needs of the department.

APPLICATION INSTRUCTIONS

Who Should apply:

This is an open-statewide examination administered by the Department of General Services for all state agencies. Anyone who meets the minimum qualifications as stated below may apply. Applications will not be accepted on a promotional basis.

How to Apply:

All applicants must complete and submit an [Examination Application \(STD. 678\)](#) **and** Qualifications Assessment. The Qualifications Assessment can be found in this document.

Note: Resumes alone will not be accepted. The examination title must be indicated on the application.

A FAXED or EMAILED APPLICATION AND QUALIFICATIONS ASSESSMENT WILL NOT BE ACCEPTED.

You may submit your examination package by mail to:

**Attention: Department of General Services
Office of Human Resources
P.O. Box 989052
West Sacramento, CA 95798-9052**

Or in person at:

**Office of Human Resources
Department of General Services
707 3rd Street, 7th Floor
West Sacramento, CA 95605**

If you are personally delivering your application and Qualifications Assessment, you must do so between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, to the street address as listed above.

Completed and signed exam applications (STD. 678), and Qualifications Assessments must be received by the cut-off date to be considered for current scoring session. If an application is received after the cut-off date, the application is considered late and will be included in the next cut-off date for processing. It is the applicant's responsibility to submit their application on time and to ensure the envelope is received if applying by way of U.S. mail, with a parcel delivery or courier service. Dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the United States Postal Service (USPS), will not determine timely filing of an application.

SPECIAL TESTING ARRANGEMENTS

If you require special testing arrangements due to a verified disability or medical condition, please contact:

**California Department of Human Resources
CalCareer Service Center
1810 16th Street
Sacramento, CA 95814
Phone: (866) 844-8671
Email: CalCareer@CalHR.ca.gov
California Relay Service: 7-1-1 (TTY and voice)**

TTY is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

Applicants must complete and submit the Qualifications Assessment along with their Examination Application (STD. 678). Candidates who meet the Minimum Qualifications will have their Qualifications Assessment rated.

Applicants must meet the experience/education Minimum Qualifications by the cut-off date.

Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

Qualifying experience may be combined on a proportionate basis if the Minimum Qualifications stated below include more than one pattern and are distinguished as "Either I", or "Or II", etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

Applications and resumes **MUST** contain the following information: "to" and "from" dates (month/day/year), time base, civil service class title(s), and range, if applicable. Education information

MUST include name of institution, course of study, semester or quarter units completed, degree (if applicable), and completion date. Applications/resumes received without this information may be rejected.

Your signature on your application indicates that you have read, understood, and possess the qualifications required.

MINIMUM QUALIFICATIONS

Applicants must meet the education and/or experience requirements as stated on this exam bulletin to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

Either I

Two years of experience in the California state service performing the duties of a class comparable in level of responsibility to a Senior Real Estate Officer (Specialist) or (Supervisory).

Or II

Three years of experience performing the duties of a Staff Real Estate Officer. (Persons within six months of having the qualifying experience in the California state service may compete in the examination; however, the required experience must be completed before they can be considered eligible for appointment.)

Or III

Experience: Five years of experience in a real property acquisition or development function or in a large facilities management function involving difficult and complex appraisal, acquisition, lease negotiation activities, portfolio management, facility planning, or asset management of real property, two years of which must have been in a full supervisory or administrative capacity. [Experience in the California state service applied toward this requirement must include at least two years performing the duties of a class comparable in level of responsibility to a Senior Real Estate Officer (Specialist) or (Supervisory)]

And

Education: Equivalent to graduation from college with major work in Business Administration, Real Estate, Marketing, Urban Development, Economics, or a related field. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.) NOTE: Applicants using education to meet the minimum requirements MUST provide a copy of their diploma, copy of official transcript (sealed envelope not necessary), statement and/or evaluation from an accredited U.S. college or university with their examination application.

POSITION DESCRIPTION

This is the second supervisory level. Under general direction, incumbent directs and manages the activities of a staff including three to five Senior Real Estate Officers (Specialist) or (Supervisory) engaged in a statewide and service-wide program of real estate acquisition and development, including the appraisal, acquisition, asset enhancement of real property, regional portfolio management, facility planning, and the leasing and management of commercial or warehouse space; assists the Chief in the development and implementation of overall department and statewide policy; formulates goals, policies, methods of operation, and resource needs and application to carry out program responsibilities; advises department management on laws, rules, regulations, and the most complex technical aspects of real property acquisition and development programs; appears before the Public Works Board, Victims Compensation and Government Claims Board, Legislative Committees, and interested private groups to explain, interpret, and defend the State's real estate

policies and programs; develops and recommends positions on proposed legislation which may affect the assigned area of program responsibility; works closely with the Attorney General's Office on settlement of condemnation cases; and performs negotiations with the authority to commit funds up to \$250K per month.

Positions exist in Sacramento County.

EXAMINATION SCOPE

This examination consists of the following components:

Qualifications Assessment - Weighted 100%

This examination will consist of a Qualifications Assessment weighted 100%. Applicants must attain an overall minimum score of 70% in order to be placed on the eligible list.

NOTE: It is especially important that each applicant take special care to accurately and completely fill out their application. List all experience relevant to the "Minimum Qualifications" shown on this announcement.

APPLICANTS WHO DO NOT COMPLETE OR SUBMIT THE QUALIFICATIONS ASSESSMENT WILL BE DISQUALIFIED.

Scope:

In addition to evaluating the competitor's relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, relative to job demands, each competitor's:

A. Knowledge of:

1. Factors involved in appraising property; principles, methods, and techniques used in the acquisition or disposition of real property and in negotiating commercial leases
2. Legal procedures and documents involved in real property transactions
3. Real property law concerned with acquisition, eminent domain, leasing, and sale of real property
4. Rural and urban property values and the effect of economic trends upon value, price, and construction cost of improvements
5. Portfolio management
6. Due diligence
7. Negotiation for and asset enhancement of leased commercial space
8. Facility planning
9. Asset enhancement of real property
10. Common methods of legally describing real property
11. Principles, practices, and trends of public and business administration, including management analysis, planning, and program evaluation
12. Formal and informal aspects of the legislative process, budget process, and the administration and Department's goals and policies
13. Principles and practices of real estate asset management such as real estate acquisition, development, leasing, sales, planning (long-range and tactical), including the concept of real estate evaluation and building operational costs, cost/benefit analysis and economics
14. Factors and considerations in appraising real property and real property rights
15. Development and asset enhancement of real property EDP systems
16. Legal descriptions, procedures, and documents involved in real property transactions
17. principles, methods, and techniques used in the acquisition, disposition, or leasing of real property

18. Financial analysis principles and concepts as it relates to real estate asset management such as real estate acquisition, development, leasing, sales, and planning
19. Rural and urban property values and their effect on economic trends upon value, price, and construction cost of improvements
20. Computer software (i.e., databases, spreadsheets, project management software, Outlook, etc.)
21. Negotiation techniques and strategies
22. Project management concepts and principles
23. Leadership skills, techniques, and methods
24. Principles, practices, and techniques of program management to direct and oversee real estate programs
25. Supervisory principles, practices, and techniques to plan, oversee, and direct the work activities of subordinate employees
26. Training methods and techniques used to provide training to staff
27. Appropriate corrective actions and progressive disciplinary techniques
28. A supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment that is free of discrimination and harassment

B. Ability to:

1. Understand and apply the laws, policies, rules, and regulations relating to the appraisal, acquisition, and leasing of real property for public use purposes
2. Negotiate effectively
3. Appraise real property accurately
4. Read and interpret maps, plans, and data relating to property locations
5. Write clear and concise reports
6. Analyze situations and data accurately and adopt an effective course of action
7. Establish and maintain cooperative relations with those contacted in the course of the work
8. Communicate effectively
9. Interpret and apply laws, rules, regulations, and policies as related to real estate asset management such as real estate acquisition, appraisal, development, leasing, sales, and planning
10. Analyze situations accurately, make recommendations, and/or take effective action as it relates to real estate asset management such as real estate acquisition, appraisal, development, leasing, sales, and planning
11. Establish and maintain cooperative relations with departmental employees, personnel from other State agencies, staff from Federal and/or local agencies, stakeholders, vendors, consultants, and/or the public regarding technical and program matters
12. Effectively negotiate and apply methods, techniques, and strategies used in the negotiation of leases, acquisition, disposition, and management of real property
13. Interpret complex data used to legally describe real property
14. Perform accurate financial analysis and evaluation as it applies to real estate appraisal, management, acquisition, development, leasing, and sales
15. Prepare technical reports, documents, memoranda, and materials relating to a variety of real property transactions
16. Take action and/or make commitments in a variety of situations
17. Coordinate several competing projects or activities
18. Operate computer software (i.e., databases, spreadsheets, project management software, Outlook, etc.)
19. Represent the department and the division and make effective public presentations to large audiences

20. Perform and understand mathematical functions and processes sufficient to analyze real estate value, finance and economic trends, and specific real estate deal points for acquisition, sale, or leasing of real property
21. Work effectively in a matrix team environment
22. Interpret and apply State and/or Departmental policies and regulations as they relate to personnel management practices
23. Give clear, accurate instructions and directions related to work assignments and performance expectations to staff
24. Plan for efficient use of personnel and resources
25. Monitor work of subordinate employees
26. Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment

ELIGIBLE LIST INFORMATION

An Open-Statewide eligible list will be established for the Department of General Services. This list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

VETERANS' PREFERENCE/CAREER CREDITS

Veterans' Preference will be granted for this examination. Veterans who have achieved permanent civil service status are not eligible to receive Veterans' Preference. Career Credits do not apply.

EQUAL OPPORTUNITY EMPLOYER

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding, and related medical conditions), and sexual orientation.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State workplace. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

CONTACT INFORMATION

If you have questions concerning this announcement, please contact:

[California Department of General Services](#)

Office of Human Resources – Examination Unit

707 3rd Street, 7th Floor

West Sacramento, CA 95605

Phone: (916) 376-5400

Email: Exams@dgs.ca.gov

California Relay Service: 7-1-1 (TTY and voice). TTY is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device.

GENERAL INFORMATION

Applications are available at local offices of the Employment Development Department, the Department noted on the bulletin, or on through your [CalCareer Account](#).

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all applicants who pass will be ranked according to their scores.

The Department of General Services reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with the civil service law and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of applicants and conditions warrant as determined by the departmental testing office. Ordinarily, interviews are scheduled in Sacramento, San Francisco and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire from one to four years unless otherwise stated on this bulletin.

General Qualifications: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open exams investigation may be made of employment records and personal history--fingerprinting may be required.

Veterans' Preference: California law allows the granting of Veterans' Preference in any Open examination. In accordance with Government Code Sections 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) any veteran, widow or widower of a veteran, or spouse of a 100% disabled veteran, who achieves a passing score in an open examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference; 2) Veterans' Preference is not granted once a person achieves permanent civil service status.

Directions to apply for Veterans' Preference are available at the CalHR's website by clicking on the following link: [CalCareer Veterans](#). Additional information can also be found at the California Department of Veterans Affairs at [CalVet Veterans](#).

High School Equivalence: Equivalent to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the applicant is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.



SUPERVISING REAL ESTATE OFFICER

Qualifications Assessment

TABLE OF CONTENTS

General Instructions	1
Required Documents	2
Mailing Instructions	2
Candidate Information.....	3
Prior State Employment Information	3
Conditions of Employment	4
Address or Availability for Employment Changes	4
Experience Qualifications Assessment	5
Knowledge, Skills, Abilities Qualifications Assessment	13
Affirmation Statement	18

GENERAL INSTRUCTIONS

READ INSTRUCTIONS CAREFULLY

This Qualifications Assessment is the examination for the Supervising Real Estate Officer classification. This examination will provide you with an opportunity to demonstrate your knowledge and experience in a variety of areas.

The information you provide will be rated based on objective criteria created by Subject Matter Experts. The ratings are used to determine your final score in this examination. If successful, your name will be placed onto an eligible list. The list will be used by all state departments to fill existing positions. A "Conditions of Employment" form is included in this examination which will allow you to select the location(s) and time base(s) you are interested in working.

It is required that you personally complete this examination accurately and without assistance. This process is the entire examination for this classification. Therefore, please be sure to follow the instructions carefully as missing or incomplete information may result in disqualification or a low score. Additional instructions are provided on the following pages.

YOUR RESPONSES ARE SUBJECT TO VERIFICATION

Please keep in mind that all information provided on this Qualifications Assessment is subject to verification at any time during the examination process, hiring process, and even after gaining employment. Anyone who misrepresents their experience will be subject to adverse consequences, which could include the following action(s):

- Removal from the examination process
- Removal from the eligible list / certification list
- Loss of State employment
- Loss of rights to compete in any future state examination

REQUIRED DOCUMENTS

The Qualifications Assessment Package consists of the following:

- Completed, signed, and dated State of California [Examination / Employment Application \(STD. 678\)](#). Refrain from writing “see resume” under the duties performed on the application.
- Your completed Qualifications Assessment.
- All documents required for completion: Candidate Information, Prior State Employment Information, Conditions of Employment, and signed Affirmation Statement.
- Any supporting documentation to meet the minimum qualifications (see bulletin for Minimum Qualifications). For example, if you meet the Minimum Qualifications with education, you must include a copy of your diploma and/or official transcript(s). A copy of the official transcript is sufficient. The seal may be broken on the envelope upon your receipt of your transcript.

If any of the above-mentioned documents are not completed and/or submitted, you may be disqualified from this examination.

MAILING INSTRUCTIONS

You may mail or deliver your completed Qualifications Assessment Examination Package to the following address:

**Attention: Examination Unit
Office of Human Resources
Department of General Services
PO Box 989052
West Sacramento, CA 95798-9052**

OR submit in person at the following address:

**Attention: Examination Unit
Office of Human Resources
Department of General Services
707 3rd Street, 7th Floor
West Sacramento, CA 95605**

Note:

- Qualifications Assessment Examination Packages postmarked, personally delivered, or received via interoffice mail **after** the cut-off date will be included in the next administration for processing.
- Make sure your envelope has **adequate postage including a Postmark date**, if submitting via mail.
- Dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the USPS, are not considered Postmark dates for the purpose of determining timely filing of an application.
- Facsimiles (Faxes) OR email copies will **NOT** be accepted under any circumstances.
- Keep a photocopy of your completed Qualifications Assessment Package for your records.

CANDIDATE INFORMATION

Printed Name:

Social Security Number:

Home Telephone Number:

Work Telephone Number:

Email Address:

PRIOR STATE EMPLOYMENT INFORMATION

Complete this next section **ONLY** if you have been previously dismissed from California State Civil Service employment by punitive action or as a result of disciplinary proceedings. IF THIS DOES NOT APPLY TO YOU, please skip this section.

State Personnel Board, Rule 211 provides that a dismissed State employee may only participate in State Civil Service examinations if he/she has obtained prior consent from the State Personnel Board.

Do you have written permission from the State Personnel Board Executive Officer to take this examination?

☐ **YES**

☐ **NO**

CONDITIONS OF EMPLOYMENT

PLEASE MARK THE APPROPRIATE BOX(ES) OF YOUR CHOICE.

Positions are not available at all locations. Please refer to the official examination bulletin for information regarding current available positions and their locations.

If you are successful in this examination, your name will be placed on an active employment list and referred to fill vacancies according to the conditions you specify on the form below.

TYPE OF APPOINTMENT YOU WILL ACCEPT

Please mark the appropriate box(es) - you may check "(A) Any" if you are willing to accept any type of employment.

- | | |
|---|--|
| <input type="checkbox"/> (D) Permanent Full-Time | <input type="checkbox"/> (R) Permanent Part-Time |
| <input type="checkbox"/> (K) Limited-Term Full-Time | <input type="checkbox"/> (A) Any |

If all boxes are marked and you receive an appointment other than Permanent Full-Time, your name will continue to be considered for Permanent Full-Time positions.

LOCATION(S) YOU ARE WILLING TO WORK:

- ☐ (3400) Sacramento

If all boxes are marked and you receive an appointment other than Permanent Full-Time, your name will continue to be considered for Permanent Full-Time positions.

ADDRESS OR AVAILABILITY FOR EMPLOYMENT CHANGES

After list release, successful candidates may update address and/or availability for employment preference information by accessing their [CalCareer Account](http://www.calcareers.ca.gov) (www.calcareers.ca.gov) on the California Department of Human Resources (CalHR) website or by notifying Department of General Services at the following address:

**Attention: Examination Unit
Office of Human Resources
Department of General Services
707 3rd Street, 7th Floor
West Sacramento, CA 95605
(916) 376-5400**

EXPERIENCE – QUALIFICATIONS ASSESSMENT

START THE SUPERVISING REAL ESTATE OFFICER QUALIFICATIONS ASSESSMENT HERE

Read each statement carefully and select the option that best relates to your experience. Your experience includes your education, training courses, and/or work experience (paid or unpaid).

1. Performing and/or reviewing real estate acquisitions and/or dispositions.

Select one that best relates to the length of your experience performing this task:

- ☐ 61 plus months
- ☐ 37 months to 60 months
- ☐ Zero to 36 months

Select one that best relates to how often you performed this task:

- ☐ Weekly
- ☐ Monthly/Quarterly
- ☐ Semi-Annual/Annual
- ☐ Never

Have you performed this task within the last 5 years?

- ☐ Yes
- ☐ No

2. Real estate development and/or asset enhancement.

Select one that best relates to the length of your experience performing this task:

- ☐ 61 plus months
- ☐ 37 months to 60 months
- ☐ Zero to 36 months

Select one that best relates to how often you performed this task:

- ☐ Weekly
- ☐ Monthly/Quarterly
- ☐ Semi-Annual/Annual
- ☐ Never

Have you performed this task within the last 5 years?

- ☐ Yes
- ☐ No

3. Commercial real estate Leasing.

Select one that best relates to the length of your experience performing this task:

- ☐ 61 plus months
- ☐ 37 months to 60 months
- ☐ Zero to 36 months

Select one that best relates to how often you performed this task:

- ☐ Weekly
- ☐ Monthly/Quarterly
- ☐ Semi-Annual/Annual
- ☐ Never

Have you performed this task within the last 5 years?

- ☐ Yes
- ☐ No

4. Commercial real estate planning/portfolio management.

Select one that best relates to the length of your experience performing this task:

- ☐ 61 plus months
- ☐ 37 months to 60 months
- ☐ Zero to 36 months

Select one that best relates to how often you performed this task:

- ☐ Weekly
- ☐ Monthly/Quarterly
- ☐ Semi-Annual/Annual
- ☐ Never

Have you performed this task within the last 5 years?

- ☐ Yes
- ☐ No

5. Commercial real estate/property management.

Select one that best relates to the length of your experience performing this task:

- ☐ 61 plus months
- ☐ 37 months to 60 months
- ☐ Zero to 36 months

Select one that best relates to how often you performed this task:

- ☐ Weekly
- ☐ Monthly/Quarterly
- ☐ Semi-Annual/Annual
- ☐ Never

Have you performed this task within the last 5 years?

- ☐ Yes
- ☐ No

6. Commercial real estate appraisal services.

Select one that best relates to the length of your experience performing this task:

- ☐ 61 plus months
- ☐ 37 months to 60 months
- ☐ Zero to 36 months

Select one that best relates to how often you performed this task:

- ☐ Weekly
- ☐ Monthly/Quarterly
- ☐ Semi-Annual/Annual
- ☐ Never

Have you performed this task within the last 5 years?

- ☐ Yes
- ☐ No

7. Commercial real estate due diligence.

Select one that best relates to the length of your experience performing this task:

- ☐ 61 plus months
- ☐ 37 months to 60 months
- ☐ Zero to 36 months

Select one that best relates to how often you performed this task:

- ☐ Weekly
- ☐ Monthly/Quarterly
- ☐ Semi-Annual/Annual
- ☐ Never

Have you performed this task within the last 5 years?

- ☐ Yes
- ☐ No

8. Collaborating with control agencies and/or local government to develop and recommend governmental proposals.

Select one that best relates to the length of your experience performing this task:

- ☐ 61 plus months
- ☐ 37 months to 60 months
- ☐ Zero to 36 months

Select one that best relates to how often you performed this task:

- ☐ Weekly
- ☐ Monthly/Quarterly
- ☐ Semi-Annual/Annual
- ☐ Never

Have you performed this task within the last 5 years?

- ☐ Yes
- ☐ No

9. Developing and recommending policies, procedures, and policy revisions regarding real estate matters (i.e. real estate acquisition, development, leasing, sales, planning, and management).

Select one that best relates to the length of your experience performing this task:

- ☐ 61 plus months
- ☐ 37 months to 60 months
- ☐ Zero to 36 months

Select one that best relates to how often you performed this task:

- ☐ Weekly
- ☐ Monthly/Quarterly
- ☐ Semi-Annual/Annual
- ☐ Never

Have you performed this task within the last 10 years?

- ☐ Yes
- ☐ No

10. Resolving conflicting priority requests for services and/or products working with customers to achieve feasible plans of action and commitments for service.

Select one that best relates to the length of your experience performing this task:

- ☐ 61 plus months
- ☐ 37 months to 60 months
- ☐ Zero to 36 months

Select one that best relates to how often you performed this task:

- ☐ Weekly
- ☐ Monthly/Quarterly
- ☐ Semi-Annual/Annual
- ☐ Never

Have you performed this task within the last 5 years?

- ☐ Yes
- ☐ No

11. Developing contract language to facilitate real estate transactions.

Select one that best relates to the length of your experience performing this task:

- ☐ 61 plus months
- ☐ 37 months to 60 months
- ☐ Zero to 36 months

Select one that best relates to how often you performed this task:

- ☐ Weekly
- ☐ Monthly/Quarterly
- ☐ Semi-Annual/Annual
- ☐ Never

Have you performed this task within the last 5 years?

- ☐ Yes
- ☐ No

12. Participating in planning strategies for meeting program goals by evaluating available resources, priorities, budget, political concerns, and policy.

Select one that best relates to the length of your experience performing this task:

- ☐ 61 plus months
- ☐ 37 months to 60 months
- ☐ Zero to 36 months

Select one that best relates to how often you performed this task:

- ☐ Weekly
- ☐ Monthly/Quarterly
- ☐ Semi-Annual/Annual
- ☐ Never

Have you performed this task within the last 5 years?

- ☐ Yes
- ☐ No

13. Evaluating project delivery and customer satisfaction by reviewing customer feedback (i.e. written and verbal communication, survey results, etc.) and recommending appropriate adjustments to the process.

Select one that best relates to the length of your experience performing this task:

- ☐ 61 plus months
- ☐ 37 months to 60 months
- ☐ Zero to 36 months

Select one that best relates to how often you performed this task:

- ☐ Weekly
- ☐ Monthly/Quarterly
- ☐ Semi-Annual/Annual
- ☐ Never

Have you performed this task within the last 5 years?

- ☐ Yes
- ☐ No

14. Conducting on-site inspections of real properties.

Select one that best relates to the length of your experience performing this task:

- ☐ 61 plus months
- ☐ 37 months to 60 months
- ☐ Zero to 36 months

Select one that best relates to how often you performed this task:

- ☐ Weekly
- ☐ Monthly/Quarterly
- ☐ Semi-Annual/Annual
- ☐ Never

Have you performed this task within the last 5 years?

- ☐ Yes
- ☐ No

15. Providing real estate knowledge, expertise and recommendations to Senior Management, Administration, control agencies, Boards, Commissions, special task forces, matrix teams, charter teams, customers, and the public.

Select one that best relates to the length of your experience performing this task:

- ☐ 61 plus months
- ☐ 37 months to 60 months
- ☐ Zero to 36 months

Select one that best relates to how often you performed this task:

- ☐ Weekly
- ☐ Monthly/Quarterly
- ☐ Semi-Annual/Annual
- ☐ Never

Have you performed this task within the last 5 years?

- ☐ Yes
- ☐ No

16. Acting as a representative and/or liaison with State agencies, control agencies, federal government, local governments, stakeholders, vendors, consultants, and/or the public to resolve issues affecting work.

Select one that best relates to the length of your experience performing this task:

- ☐ 61 plus months
☐ 37 months to 60 months
☐ Zero to 36 months

Select one that best relates to how often you performed this task:

- ☐ Weekly
☐ Monthly/Quarterly
☐ Semi-Annual/Annual
☐ Never

Have you performed this task within the last 5 years?

- ☐ Yes
☐ No

17. Managing project activities and operations to ensure that services, and/or deliverables are completed in accordance with the project scope, schedule, and budget.

Select one that best relates to the length of your experience performing this task:

- ☐ 61 plus months
☐ 37 months to 60 months
☐ Zero to 36 months

Select one that best relates to how often you performed this task:

- ☐ Weekly
☐ Monthly/Quarterly
☐ Semi-Annual/Annual
☐ Never

Have you performed this task within the last 5 years?

- ☐ Yes
☐ No

18. Evaluating customer requirements based on the project scope, schedule, budget, and the appropriate long-range facility plan.

Select one that best relates to the length of your experience performing this task:

- ☐ 61 plus months
☐ 37 months to 60 months
☐ Zero to 36 months

Select one that best relates to how often you performed this task:

- ☐ Weekly
- ☐ Monthly/Quarterly
- ☐ Semi-Annual/Annual
- ☐ Never

Have you performed this task within the last 5 years?

- ☐ Yes
- ☐ No

19. Tracking and monitoring customer project expenditures against approved budgetary allocations.

Select one that best relates to the length of your experience performing this task:

- ☐ 61 plus months
- ☐ 37 months to 60 months
- ☐ Zero to 36 months

Select one that best relates to how often you performed this task:

- ☐ Weekly
- ☐ Monthly/Quarterly
- ☐ Semi-Annual/Annual
- ☐ Never

Have you performed this task within the last 5 years?

- ☐ Yes
- ☐ No

20. Developing solutions for problems relating to work unit programs, procedures, business processes, and/or policies to mitigate work-related challenges

Select one that best relates to the length of your experience performing this task:

- ☐ 61 plus months
- ☐ 37 months to 60 months
- ☐ Zero to 36 months

Select one that best relates to how often you performed this task:

- ☐ Weekly
- ☐ Monthly/Quarterly
- ☐ Semi-Annual/Annual
- ☐ Never

Have you performed this task within the last 5 years?

- ☐ Yes
- ☐ No

**CONTINUE THE EXAMINATION TO THE KNOWLEDGE, SKILL OR ABILITY (KSA) –
QUALIFICATIONS ASSESSMENT ON THE NEXT PAGE**

KNOWLEDGE, SKILLS, ABILITIES (KSA) - QUALIFICATIONS ASSESSMENT

Read each statement carefully and select the option that best relates to your knowledge, skills, abilities (KSA). Your knowledge, skill or ability includes your education, training courses, and/or work experience (paid or not paid).

1. Knowledge of personnel procedures to ensure that personnel actions are in compliance.

Select one that best describes your knowledge:

- ☐ Extensive Knowledge (have applied this in an actual setting while performing a job)
- ☐ Moderate Knowledge (have performed this task but required general supervision)
- ☐ Limited Knowledge (have education and/or training or have minimally applied it to a job)
- ☐ No Knowledge (no experience, education or training)

2. Knowledge of human resources activities and procedures (i.e. recruitment, hiring, promotions, testing, labor relations, etc.) in compliance with the Department's Equal Employment Objectives.

Select one that best describes your knowledge:

- ☐ Extensive Knowledge (have applied this in an actual setting while performing a job)
- ☐ Moderate Knowledge (have performed this task but required general supervision)
- ☐ Limited Knowledge (have education and/or training or have minimally applied it to a job)
- ☐ No Knowledge (no experience, education or training)

3. Knowledge of management, leadership, and team-building principles and techniques.

Select one that best describes your knowledge:

- ☐ Extensive Knowledge (have applied this in an actual setting while performing a job)
- ☐ Moderate Knowledge (have performed this task but required general supervision)
- ☐ Limited Knowledge (have education and/or training or have minimally applied it to a job)
- ☐ No Knowledge (no experience, education or training)

4. Knowledge of risk management principles and techniques to prioritize potential risks, develop strategies to mitigate risks, and identify and implement recovery plans and contingencies.

Select one that best describes your knowledge:

- ☐ Extensive Knowledge (have applied this in an actual setting while performing a job)
- ☐ Moderate Knowledge (have performed this task but required general supervision)
- ☐ Limited Knowledge (have education and/or training or have minimally applied it to a job)
- ☐ No Knowledge (no experience, education or training)

5. Knowledge of principles and practices of commercial real estate asset management such as real estate acquisition, development, leasing, sales, planning, including the concept of real estate evaluation and building operational costs, cost/benefit analysis and economics.

Select one that best describes your knowledge:

- ☐ Extensive Knowledge (have applied this in an actual setting while performing a job)
- ☐ Moderate Knowledge (have performed this task but required general supervision)
- ☐ Limited Knowledge (have education and/or training or have minimally applied it to a job)
- ☐ No Knowledge (no experience, education or training)

6. Knowledge of laws pertaining to contracts and agreements as it relates to real estate asset management such as commercial real estate, acquisition, development, leasing, sales, and/or planning.

Select one that best describes your knowledge:

- ☐ Extensive Knowledge (have applied this in an actual setting while performing a job)
- ☐ Moderate Knowledge (have performed this task but required general supervision)
- ☐ Limited Knowledge (have education and/or training or have minimally applied it to a job)
- ☐ No Knowledge (no experience, education or training)

7. Knowledge of principles, practices, and trends of public and business administration, including management analysis, planning, program management and program evaluation as it relates to real estate asset management.

Select one that best describes your knowledge:

- ☐ Extensive Knowledge (have applied this in an actual setting while performing a job)
- ☐ Moderate Knowledge (have performed this task but required general supervision)
- ☐ Limited Knowledge (have education and/or training or have minimally applied it to a job)
- ☐ No Knowledge (no experience, education or training)

8. Knowledge of cost/benefit analysis principles and concepts to assess the impact and effectiveness of programs, business processes, policies and/or procedures as it relates to real estate asset management.

Select one that best describes your knowledge:

- ☐ Extensive Knowledge (have applied this in an actual setting while performing a job)
- ☐ Moderate Knowledge (have performed this task but required general supervision)
- ☐ Limited Knowledge (have education and/or training or have minimally applied it to a job)
- ☐ No Knowledge (no experience, education or training)

9. Knowledge of project management concepts and principles (scope, schedule and budget).

Select one that best describes your knowledge:

- ☐ Extensive Knowledge (have applied this in an actual setting while performing a job)
- ☐ Moderate Knowledge (have performed this task but required general supervision)
- ☐ Limited Knowledge (have education and/or training or have minimally applied it to a job)
- ☐ No Knowledge (no experience, education or training)

10. Knowledge of computer software such as Microsoft Office.

Select one that best describes your knowledge:

- ☐ Extensive Knowledge (have applied this in an actual setting while performing a job)
- ☐ Moderate Knowledge (have performed this task but required general supervision)
- ☐ Limited Knowledge (have education and/or training or have minimally applied it to a job)
- ☐ No Knowledge (no experience, education or training)

11. Ability to interpret and apply state laws, DGS and Division policies, rules, and regulations as it relates to real estate asset management.

Select one that best describes your ability:

- ☐ Extensive Ability (have applied this in an actual setting while performing a job)
- ☐ Moderate Ability (have performed this task but required general supervision)
- ☐ Limited Ability (have education and/or training or have minimally applied it to a job)
- ☐ No Ability (no experience, education or training)

12. Ability to analyze situations accurately, make recommendations, and take effective action.

Select one that best describes your ability:

- ☐ Extensive Ability (have applied this in an actual setting while performing a job)
- ☐ Moderate Ability (have performed this task but required general supervision)
- ☐ Limited Ability (have education and/or training or have minimally applied it to a job)
- ☐ No Ability (no experience, education or training)

13. Ability to implement new policies, procedures, and programs.

Select one that best describes your ability:

- ☐ Extensive Ability (have applied this in an actual setting while performing a job)
- ☐ Moderate Ability (have performed this task but required general supervision)
- ☐ Limited Ability (have education and/or training or have minimally applied it to a job)
- ☐ No Ability (no experience, education or training)

14. Ability to implement appropriate staff training.

Select one that best describes your ability:

- ☐ Extensive Ability (have applied this in an actual setting while performing a job)
- ☐ Moderate Ability (have performed this task but required general supervision)
- ☐ Limited Ability (have education and/or training or have minimally applied it to a job)
- ☐ No Ability (no experience, education or training)

15. Ability to oversee and manage the implementation of the project scope, schedule and budget to ensure the quality delivery of work unit products.

Select one that best describes your ability:

- ☐ Extensive Ability (have applied this in an actual setting while performing a job)
- ☐ Moderate Ability (have performed this task but required general supervision)
- ☐ Limited Ability (have education and/or training or have minimally applied it to a job)
- ☐ No Ability (no experience, education or training)

16. Ability to effectively communicate, both orally and in writing, on a variety of real estate matters.

Select one that best describes your ability:

- ☐ Extensive Ability (have applied this in an actual setting while performing a job)
- ☐ Moderate Ability (have performed this task but required general supervision)
- ☐ Limited Ability (have education and/or training or have minimally applied it to a job)
- ☐ No Ability (no experience, education or training)

17. Ability to establish and maintain cooperative relationships with departmental employees, personnel from other state agencies, staff from federal and State regulatory and/or control agencies, consultants, vendors, and/or the public.

Select one that best describes your ability:

- ☐ Extensive Ability (have applied this in an actual setting while performing a job)
- ☐ Moderate Ability (have performed this task but required general supervision)
- ☐ Limited Ability (have education and/or training or have minimally applied it to a job)
- ☐ No Ability (no experience, education or training)

18. Ability to consult, advise, and confer with staff from other State agencies, including local governments, utilities, stakeholders, vendors, consultants, and/or the public on technical and program subject matter areas.

Select one that best describes your ability:

- ☐ Extensive Ability (have applied this in an actual setting while performing a job)
- ☐ Moderate Ability (have performed this task but required general supervision)
- ☐ Limited Ability (have education and/or training or have minimally applied it to a job)
- ☐ No Ability (no experience, education or training)

19. Ability to resolve problems and issues by developing an action plan in response to changing priorities, problems, or setbacks to allow for the completion of projects and work assignments.

Select one that best describes your ability:

- ☐ Extensive Ability (have applied this in an actual setting while performing a job)
- ☐ Moderate Ability (have performed this task but required general supervision)
- ☐ Limited Ability (have education and/or training or have minimally applied it to a job)
- ☐ No Ability (no experience, education or training)

20. Ability to supervise and oversee the work activities of interdisciplinary teams or work groups in the planning and completion of a variety of projects.

Select one that best describes your ability:

- ☐ Extensive Ability (have applied this in an actual setting while performing a job)
- ☐ Moderate Ability (have performed this task but required general supervision)
- ☐ Limited Ability (have education and/or training or have minimally applied it to a job)
- ☐ No Ability (no experience, education or training)

21. Ability to effectively contribute to the Department's Equal Employment Opportunity objectives.

Select one that best describes your ability:

- ☐ Extensive Ability (have applied this in an actual setting while performing a job)
- ☐ Moderate Ability (have performed this task but required general supervision)
- ☐ Limited Ability (have education and/or training or have minimally applied it to a job)
- ☐ No Ability (no experience, education or training)

22. Ability to calm and defuse hostile or irate individuals through the use of interpersonal skills through effective listening and communication.

Select one that best describes your ability:

- ☐ Extensive Ability (have applied this in an actual setting while performing a job)
- ☐ Moderate Ability (have performed this task but required general supervision)
- ☐ Limited Ability (have education and/or training or have minimally applied it to a job)
- ☐ No Ability (no experience, education or training)

23. Ability to use tact and diplomacy when dealing with the needs, problems, and/or concerns of a variety of individuals, including departmental employees, staff from other State agencies, personnel from federal and State regulatory and/or control agencies, vendors, consultants, and the public.

Select one that best describes your ability:

- ☐ Extensive Ability (have applied this in an actual setting while performing a job)
- ☐ Moderate Ability (have performed this task but required general supervision)
- ☐ Limited Ability (have education and/or training or have minimally applied it to a job)
- ☐ No Ability (no experience, education or training)

24. Ability to operate computer software (i.e. Microsoft Office, Outlook, etc.)

Select one that best describes your ability:

- ☐ Extensive Ability (have applied this in an actual setting while performing a job)
- ☐ Moderate Ability (have performed this task but required general supervision)
- ☐ Limited Ability (have education and/or training or have minimally applied it to a job)
- ☐ No Ability (no experience, education or training)

25. Ability to perform and/or manage multiple tasks or work on multiple projects simultaneously, maintaining appropriate control and oversight of tasks/projects completed.

Select one that best describes your ability:

- ☐ Extensive Ability (have applied this in an actual setting while performing a job)
- ☐ Moderate Ability (have performed this task but required general supervision)
- ☐ Limited Ability (have education and/or training or have minimally applied it to a job)
- ☐ No Ability (no experience, education or training)

THIS CONCLUDES THE QUALIFICATIONS ASSESSMENT

PLEASE CONTINUE TO THE AFFIRMATION STATEMENT ON THE NEXT PAGE

AFFIRMATION STATEMENT

THIS AFFIRMATION MUST BE COMPLETED

I hereby certify and understand the information provided by me on this Qualifications Assessment AND the Examination Application (STD. 678) is true and correct to the best of my knowledge and contains no willful misrepresentation or falsifications. I also understand that if it is discovered that I have made any false representations, I will be removed from the list resulting from this examination and may not be allowed to compete in future examinations for State employment. If already hired from the result of this examination, I may have adverse action taken against me, which could result in dismissal. Your signature on your application indicates you have read, understood, and possess the qualifications required.

It is a violation of Government Code Section 18935 “to practice any deception or fraud” on your application, on this Qualifications Assessment, or any other documentation you submit to obtain state employment eligibility.

SIGNATURE:

PRINTED NAME:

DATE:

THIS COMPLETES THE QUALIFICATIONS ASSESSMENT PACKAGE